



Service Bulletin

Bulletin No.: 21-NA-019

Date: January, 2021

INFORMATION

Subject: Diagnostic Aid – Surge in EV Mode at a Stop

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Volt	2011	2012	—	—	All	All

Involved Region or Country	North America
Condition	Some customers may comment that there is a vehicle surge at a stop when the vehicle is in EV mode, with high state of charge. There will be no DTCs set. If any DTCs are set, diagnose those first.
Cause	Vehicles with lower lifetime fuel economy may have battery estimated capacity per section that differs slightly than actual capacity. This can result in a surge at a stop with the brake pedal depressed at high states of charge.
Correction	Contact the GM Technical Assistance Center (TAC) for further instructions.

Service Procedure

1. Charge the vehicle.
2. Using GDS, record a session log of the event recording the Output Shaft Speed Sensor and Transmission Torque Command located within the HPCM Transmission Data. Also take note of the vehicle battery Ah capacity located in the HPCM2 Voltage Data.
3. Contact TAC and submit the session log for review. TAC can determine if a potential new pack is needed and prepare the VIN for a battery order.

Parts Information

No parts are required for this repair.

Version	1
Modified	Released January 25, 2021